# IT Professional Technical Services

# SITE Program

## T#:14ATM

**Request for Offers (RFO)**

**For Technology Services**

**Issued By:**

**Office of MN.IT Services ("MN.IT")**

**Project Title: MN eLicensing System – SalesForce.com Solution Implementation for the MN POST Board and the MN EMSRB**

**Categories: (1) Program/Project Management, (1) Developer/Programmer, (1) Analyst, (2) Systems Analyst**

> **Note: Vendor must be approved in all four (4) categories and be able to provide the full team of resources in order to respond. Vendors who are unable to provide the full team of 5 resources will not be considered.**

**Business Need**

The State of Minnesota is using SalesForce.com platform to develop and deliver licensing solutions for customers of the Minnesota eLicensing System (ELS).[1] ELS customers consist of State Agencies and Boards whom are responsible for the implementation and enforcement of laws related to professional and occupational licenses/permits.

The State of Minnesota is seeking to work with a single vendor, acting as a Salesforce system integration partner, to provide a complete team consisting of members defined above to implement licensing solutions for the Minnesota Police Officer Standards and Training Board (POST) and the Minnesota Emergency Medical Standards Regulatory Board (EMSRB).

The vendor resources will work closely with a State of Minnesota ELS implementation team. The State team is comprised of individuals with experience in disciplines similar and/or complementary to those being sought here as well as subject matter experts and project stakeholders. Collectively the teams will work together to meet milestones and deliverables as determined by program and project leadership.

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[1] ELS is an enterprise-wide initiative and program, which seeks to deliver customer-centric, efficient, and cost effective licensing solutions.

Vendor resources must have referencable, proven experience and success with complex SalesForce.com (SDFC) implementations. Vendor resources should be able to provide expertise and leadership related to project management, business analysis, solution architecture/design, SalesForce.com development, data analysis/conversion/migration, testing and training.

**Project Deliverables**
Vendor will provide a complete team to plan, lead, and execute implementations for the POST Board and the EMSRB.

The vendor team will:
1. Be available during core hours (930am-330pm CST).
2. Provide a schedule and resource estimates within 30 days of engagement.
3. Recommend project methodology (e.g. Agile, Iterative).
4. Create Business Process Flows for the To-Be Processes based upon requirements.
5. Create the manual process for system Business Process Flows if something is required outside the automated flow.
6. Create/update the force.com architecture to accommodate the EMSRB and POST implementations; in addition to supporting the current agencies in production.
7. Document a roadmap and best practices for maintaining and supporting the architecture for requested changes made by the agencies post go live.
8. Provide project management, analysis, and development as needed to complete the project.
9. Provide a data evaluation of legacy data.
10. Provide a data migration plan for legacy data to be converted and/or migrated.
11. Provide project estimates based upon business requirements.
12. Provide end user training materials and training of end to end processes (automated and manual processes).
13. Provide documentation of custom code and configuration.
14. Successfully implement EMSRB and POST on force.com within scope, time, and budget.

**Project Schedule:**
The goal is to have POST and EMSRB implemented on the SalesForce.com platform as soon as possible. State will solicit feedback on project scheduling at the onset of the engagement.

**Project Environment**
State and vendor staff on the project will need to interface with a variety of stakeholders; the following provides a preliminary listing:
- Other Project Managers
- Agency CIO's
- Enterprise Service Leaders
- System Architects
- IT Security
- Technical Staff
- Other MN.IT Services employees
- External vendors

**Project Requirements**
- All work will be done at MN.IT Services offices located at 658 Cedar Street, in St. Paul, MN unless otherwise arranged

- Work must comply with the Statewide Enterprise Architecture
- Work must comply with the State's Enterprise Security Policy and Standards
- Work must comply with Statewide Project Management Methodology
- Work must comply with applicable industry/agency standards
- Resources must be able to work independently, with little or no supervision
- Resources must be able to drive to resolution in situations with high ambiguity and/or confusion

**Responsibilities of the vendor provided Project Manager**
Responsibilities include, but are not limited to:
- A written work plan with timeframes
- Appropriate resource plan to meet desired time lines
- Provide guidance and direction to IT Infrastructure technology vendors and appropriate Staff
- Provide updates and regular status reports according to MN.IT PMO standards
- Foster a culture that supports and drives staff engagement and collaboration in support of State objectives
- Mentoring and knowledge transfer to MN.IT staff.
- Adherence to Change Control practices of MN.IT
- Ensure every effort is made to reduce business disruption, and make optimal use of MN.IT Services and partner agency resources.
- Lead a team made up of state employee, vendor, and other third-party resources.
- Adhere to a standard, structured methodology for planning and executing.

**Required Skills (to be scored as pass/fail)**
The vendor will provide a **Project Manager** with the following required minimum skills:
- 7 years of experience leading enterprise Force.com application development and/or implementation projects with multiple Salesforce Administrators and Developers
- 5 years experience managing projects based on Agile and/or Iterative methodology
- 5 years experience leading teams of 15+ people
- 5 years experience managing resources across multiple concurrent projects
- Certified SCRUM Master or Project Management Professional (PMP) Certification
- Managing 3 projects with requirements for accessible user interfaces based on WCAG 2.0

The vendor will provide one **System Analyst (titled as SA #1)** resource to meet with the following required (pass/fail) skills:
- 8 years experience creating custom applications on the Salesforce.com
- 3 years experience in a setting where multiple agencies or applications utilize the same SalesForce.com org and object architecture
- 3 years experience implementing/integrating App Exchange applications in a corporate environment of 250+ staff
- 3 years experience working on application configuration/development projects with multiple Salesforce Administrators and Developers

The vendor will provide a second **System Analyst (titled as SA #2)** resource to meet with the following required (pass/fail) skills:
- 4 years designing and developing force.com web portals or community logins
- 4 years of UI experience
- 2 years experience designing accessible interfaces in accordance to WCAG 2.0

- 3 years experience working on application configuration/development projects with multiple Salesforce Administrators and Developers

The vendor will provide an **Analyst** resource with the following required (pass/fail) skills:
- IIBA Certification
- 6 years of Business Analyst Experience
- 4 years of Salesforce experience as a Business Analyst
- 5 years of work experience creating business process flows / functional requirements
- 5 years of work experience with Agile or Iterative
- 5 years of writing user stories and/or 5 years writing functional specifications documents
- 3 years of experience providing end customer training
- 2 years experience creating requirements in accordance with WCAG 2.0

The vendor will provide a **Developer** resource with the following required (pass/fail) skills:
- Force.com 411 Developer Certification
- 5 years Developer work experience in Force.com
- 5 years of experience developing SFDC related technologies in a corporate environment of 250+ staff
- 3 years of developing APEX coded solutions in corporate environment of 250+ staff
- 3 years of experience developing Visual Force Pages
- 4 years of experience with APEX code, triggers, workflow, and custom code
- 3 years experience developing accessible user interfaces in accordance with WCAG 2.0
- 3 years experience with data migration to and from salesforce
- 2 years development experience in Salesforce Community Cloud/Portal
- 3 years experience working on application configuration/development projects with multiple Salesforce Administrators and Developers

**Desired Skills**
**Project Manager**
- 10 or more years of experience managing concurrent enterprise level projects in organizations with 250+ employees
- Experience managing multiple projects with 500+ User Stories or equivalent
- Experience managing projects in the Government sector

**System Analyst #1**
- 5 or more years experience with Agile or Iterative projects
- Certified Force.com Architect
- Experience on projects with 500+ User Stories or equivalent
- Experience working on projects in the Government sector

**Systems Analyst #2**
- 3 or more years experience with Agile or Iterative projects
- Experience on projects with 500+ User Stories or equivalent
- Experience working on projects in the Government sector

**Analyst**
- Experience on projects with 500+ User Stories or equivalent
- Experience working on projects in the Government sector
- Experience as a BA Lead Worker
- 3 or more years experience working on application configuration/development projects with multiple Salesforce Administrators and Developers

**Developer**
- 5 or more years experience with Agile or Iterative projects
- Experience on projects with 500+ User Stories or equivalent
- Experience working on projects in the Government sector
- Certified Force.com Architect
- Experience in Salesforce Portal Development

**Process Schedule**

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|---|---|
| Deadline for Questions | 9/14/2015, 2:00 p.m. CT |
| Anticipated Posted Response to Questions | 9/15/2015 |
| Proposals/Resumes due | 9/21/2015, 2:00 p.m. CT |
| Anticipated proposal/resume evaluation begins | 9/23/2015 |
| Anticipated proposal/resume evaluation & decision | 10/16/2015 |

**Questions**

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

> Name: Wendy Ady
> Organization: Office of MN.IT Services
> Email Address: wendy.ady@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (http://mn.gov/buyit/14atm/rfo/active.html) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration. The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

**RFO Evaluation Process**

- Desired Skills and additional experience greater than the required skills – 70%
- Cost – 30%

**The State reserves the right to contact references, perform interviews or ask for clarification on submitted documentation, if needed.**

**This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.**

**Submission Format**
The proposal should be assembled as follows:
1. **Cover Page**
   Master Contractor Name
   Master Contractor Address

Contact Name for Master Contractor
Contact Name's direct phone/cell phone (if applicable)
Contact Name's email address
Consultant's Name being submitted

2. **Overall Experience**
   1. Resume identifying the Required Skills – to be clearly noted in the response matrix - i.e. minimum pass/fail requirements, including companies and contacts where the resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the State reserves the right to discontinue further scoring of the proposal.  Please complete the matrix below.
   2. Resume identifying any Desired Skills.
   3. Also include the name of three references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.

**Continue the proposal with the remaining items in the order listed.**

| RESPONSE MATRIX Program/Project Manager | |
|---|---|
| Resource Name: | |
| **REQUIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| 7 years of experience leading enterprise Force.com application development and/or implementation projects with multiple Salesforce Administrators and Developers | |
| 5 years experience managing projects based on Agile and/or Iterative methodology | |
| 5 years experience leading teams of 15+ people | |
| 5 years experience managing resources across multiple concurrent projects | |
| Certified SCRUM Master or Project Management Professional (PMP) Certification | |
| Managing 3 projects with requirements for accessible user interfaces based on WCAG 2.0 | |
| **DESIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| 10 or more years of experience managing concurrent enterprise level projects in organizations with 250+ employees | |
| Experience managing multiple projects with 500+ User Stories or equivalent | |
| Experience managing projects in the Government sector | |

| RESPONSE MATRIX Systems Analyst 1 | |
|---|---|
| Resource Name: | |
| **REQUIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| 8 years experience creating custom applications on the Salesforce.com | |
| 3 years experience in a setting where multiple agencies or applications utilize the same SalesForce.com org and object architecture | |
| 3 years experience implementing/integrating App Exchange applications in a corporate environment of 250+ staff | |
| 3 years experience working on application configuration/development projects with multiple Salesforce Administrators and Developers | |
| **DESIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| 5 or more years experience with Agile or Iterative projects | |
| Certified Force.com Architect | |
| Experience on projects with 500+ User Stories or equivalent | |
| Experience working on projects in the Government sector | |

| RESPONSE MATRIX Systems Analyst 2 | |
|---|---|
| Resource Name: | |
| **REQUIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| 4 years designing and developing force.com web portals or community logins | |
| 4 years of UI experience | |
| 2 years experience designing accessible interfaces in accordance to WCAG 2.0 | |
| 3 years experience working on application configuration/development projects with multiple Salesforce Administrators and Developers | |
| **DESIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| 3 or more years experience with Agile or Iterative projects | |

| RESPONSE MATRIX Systems Analyst 2 | |
|---|---|
| Experience on projects with 500+ User Stories or equivalent | |
| Experience working on projects in the Government sector | |
| **RESPONSE MATRIX Analyst** | |
| Resource Name: | |
| **REQUIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| IIBA Certification | |
| 6 years of Business Analyst Experience | |
| 4 years of Salesforce experience as a Business Analyst | |
| 5 years of work experience creating business process flows / functional requirements | |
| 5 years of work experience with Agile or Iterative | |
| 5 years of writing user stories and/or 5 years writing functional specifications documents | |
| 3 years of experience providing end customer training | |
| 2 years experience creating requirements in accordance with WCAG 2.0 | |
| **DESIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| Experience on projects with 500+ User Stories or equivalent | |
| Experience working on projects in the Government sector | |
| Experience as a BA Lead Worker | |
| 3 or more years experience working on application configuration/development projects with multiple Salesforce Administrators and Developers | |

| RESPONSE MATRIX Developer(s) | |
|---|---|
| Resource Name: | |
| **REQUIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| DevelopersForce.com 411 Developer Certification | |
| 5 years Developer work experience in Force.com | |
| 5 years of experience developing SFDC related technologies in a corporate | |

| RESPONSE MATRIX Developer(s) | |
|---|---|
| environment of 250+ staff | |
| 3 years of developing APEX coded solutions in corporate environment of 250+ staff | |
| 3 years of experience developing Visual Force Pages | |
| 4 years of experience with APEX code, triggers, workflow, and custom code | |
| 3 years experience developing accessible user interfaces in accordance with WCAG 2.0 | |
| 3 years experience with data migration to and from salesforce | |
| 2 years development experience in Salesforce Community Cloud/Portal | |
| 3 years experience working on application configuration/development projects with multiple Salesforce Administrators and Developers | |
| **DESIRED SKILLS:** | **Provide Dates and Company Name where the resource has demonstrated the skills** |
| 5 or more years experience with Agile or Iterative projects | |
| Experience on projects with 500+ User Stories or equivalent | |
| Experience working on projects in the Government sector | |
| Certified Force.com Architect | |
| Experience in Salesforce Portal Development | |

3. **Cost Proposal**
   Include a separate document labeled "Cost Proposal" which includes the name of each resource being submitted, the category they are being submitted for and their corresponding proposed hourly rate.
4. **Conflict of Interests statement as it relates to this project**
5. **Additional Statement and required forms**
   1.   Affirmative Action Certificate of Compliance (if over $100,000, including extension options) http://www.mmd.admin.state.mn.us/doc/affaction.doc
   2.   Equal Pay Certificate Form (if proposals exceeds $500,000, including extension options) http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc
   3.   Affidavit of non-collusion http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc
   4.   Certification Regarding Lobbying  (if over $100,000, including extension options) http://www.mmd.admin.state.mn.us/doc/lobbying.doc

**Proposal Submission Instructions**

Vendors may only submit one response to the RFO with one resume per resource.

- Response Information: The resume and required forms must be transmitted via e-mail to:
    - Wendy Ady and Lynette Podritz at wendy.ady@state.mn.us and lynette.podritz@state.mn.us
    - Email subject line must read: MN eLicensing System
    - Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

# General Requirements

**Proposal Contents**

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

**Liability/Indemnification**

In the performance of this Contract by Contractor, or Contractor's agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and its employees, from any claims or causes of action, including attorney's fees incurred by the State, to the extent caused by the Contractor's:

- Intentional, willful, or negligent acts or omissions; or
- Actions that give rise to strict liability; or Breach of contract or warranty.

The indemnifications obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this Contract.

**Disposition of Responses**

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all

costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

**Conflicts of Interest**
Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict. The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

**IT Accessibility Standards**
All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: http://mn.gov/mnit/programs/policies/accessibility/.

**Preference to Targeted Group and Economically Disadvantaged Business and Individuals**
In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

**Veteran-Owned Preference**
In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six

percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by veterans.**

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

**Work Force Certification**

For all contracts estimated to be in excess of $100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

**Equal Pay Certification**

If the Response to this solicitation could be in excess of $500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.